



# Mousin Shaikh

## Deputy Operation Manager

### Experience

2nd November 2022 - Till Date

**FRENCH TOAST RESTAURANT (MANAGED BY ZAHA INTERNATIONAL COMPANY)  
Deputy Operation Manager**

-Organizing events to increase staff motivation and engagement  
Analyzing data to calculate the cost-benefit ratio

-Establishing objectives for increased output and improved efficiency  
Monitoring the overall budget of the business as well as departmental budgets  
Establishing corporate guidelines and carrying out frequent changes while ignoring workflow and procedure

-A proven track record of successfully leading and motivating diverse teams  
Multitasker and critical thinker with strong analytical skills  
Excellent organizational and time management skills

1st August 2021 - 1 st November 2022

**MANDARIN ORIENTAL AL FAISALIAH - RIYADH - SAUDI ARABIA  
Floor Manager**

-Daily track record of financial revenue and generating of profit and loss statement.

-Managing workflow, training new hires, and creating and managing team schedules.

-Evaluating performance and providing feedback.

-Helping to resolve employee issues and disputes

3rd Ferbruary 2019- 10th July 2021

**RITZ CARLTON HOTEL JEDDAH - SAUDI ARABIA  
Head Waiter**

-Ensuring daily briefing with employee.

-Provide high quality service to customers.

-Checklist of all in house inventory.

-Carry out all tasks with attention to detail, cleanliness, and safety

6th APRIL 2018-1st FEB 2019

**SOUTH HIGH RESTAURANT, MUMBAI  
Floor supervisor**

-Greeting guest in a timely manner and giving a training to staff regarding menu and dealing with guest in appropriate way.

-Accruing a professional relation with guest and local vendors for future business.

-Processing of cash and credit transactions with following appropriate procedures

### Contact



**Phone**

+966-570838651



**Email**

Mohsinshaikh46493@gmail.com



**Address**

RIYADH - SAUDI ARABIA

### Personal infos

**Birthdate**

26/09/1997

**Status**

Single

### Education

- Higher Studies in Hospitality Sales & Marketing from Marriott International
- Bachelor's degree in hotel management and catering Technology from Atharva university of hospitality
- KG Gauridutt Mittal College Of Arts & Commerce
- Higher Studies from St. Paul School

### System Expertise

- Microsoft power point and excel
- Smooth operating of OPERA, Micros oracle, Infrasyms, Sympony, Foodics and PMS

# STRENGTHS

- Business Knowledge & Demonstration and Organizational Skills
- Budget Analysis, Revenue generating operational skills
- Leadership Abilities, Energetic & Guest Relationship Management
- Menu Design & Development Revenues & Profit Growth Social Media marketing Staff Training & Coaching

## Language

- English
- Arabic
- Hindi
- Urdu

## Cuisines knowledge

- Arabic cuisine
- Greek cuisine
- Italian cuisine
- Japanese cuisine
- Indian cuisine
- French cuisine
- Continental cuisine
- Chinese cuisine

○ 8th MAY 2017 - 3rd APRIL 2018

### IMPERIAL REFELECTION EVENTS - PHUKET THAILAND EVENT COORDINATOR

-Preparing event budgets and processing invoices, researching venues, and booking for destination events, managing, and organizing suppliers, caterers, manpower and entertainment.

-Brainstorming and implementing event concepts and themes.

○ 5th DEC 2016 - 5th MAY 2017

### JW MARRIOTT HOTEL -MUMBAI - INDIA TRAINEE STAFF

-Handling live station, assisting all necessary requirement of guest in morning breakfast.

-Setting up the buffet for the lunch and taking care of the live pizza counter and seafood counter

○ 3rd MARCH 2015 - 1st DEC 2016

### ST REGIS HOTELS & RESORTS- MUMBAI - INDIA SENIOR BARTENDER (FREELANCER)

-Mix and serve drinks following set standard recipes.

-Assist with inventory and inventory control.

-Adhere to all local and national liquor laws

## Achievement

○ Received 2 First Class Card from The Ritz Carlton Jeddah.

○ Received certificate for OCLD from Oberoi Hotels

○ Several Guest Recognition on Social Platform Name in an International Medallic Platform from Marriott International

○ Received food safety tanning certificate from Marriott international